

Division of Drinking Water Core Values

Organizationally...

- **Our principal commitments are to public health and service to our constituents.** Long-term relationships with those we serve are important to us.
- **Our skilled staff is our most valued resource.** We seek to recruit, mentor train and retain people who share our commitments. We value our institutional memory and promote cross-training to ensure it lives on. Staff is supported and valued, particularly during times of change. We celebrate our successes, both organizational and individual.
- **We have a safe and comfortable working environment for our staff, both physical and emotional.**
- **Our culture encourages innovation and initiative as an organization and as individuals.** Individuals are given the freedom to express viewpoints and take initiative.
- **We value real learning.** Real learning goes beyond simply taking in information. It means thinking about our thoughts, discovering the impact of our actions on others, and wondering about the reasons we behave as we do.
- **We set consistent and realistic expectations, and value accountability.** People have a clear understanding of their responsibilities along with the authority and resources to carry them out. We evaluate our performance and continually make adjustments to position staff to succeed.
- **We value the free-flow of information, both internally and externally.** Timely, accurate, and complete information is made available to use, as are the tools to use it effectively.
- **We value responsible management of resources.** We work efficiently and effectively both internally and externally.
- **We value all sections of the Division of Drinking Water working together as a team.** Contributions of all sections are valued. We strive to understand the roles and responsibilities of other sections within the division. All sections are dependent upon each other for success.

Individually...

- **We treat each other with respect and help each other to succeed.** We are a team - success for one is success for all. We acknowledge the needs of others and pitch in. We recognize other people's contributions, especially those whose work is not always visible. We are generous with our time, skills and knowledge.
- **People seek and receive feedback from each other.** People carry their own messages.
- **People take responsibility for their own actions and reactions.** Each person searches for and acknowledges his/her part in whatever is or isn't working. People follow through on commitments.
- **People trust one another; there is no fear.** Second chances are available.
- **People are free to be themselves,** to express their ideas and be honest without fear of repercussion. Style differences are respected, and creativity is valued.

- **People are accountable to the organization and to each other.** Staff is given the opportunity to provide input into decision-making. Once input is considered and decisions made, staff support the direction and each other in making implementation a success.
- **People take initiative rather than waiting for others to act.** People describe what they need and/or expect rather than expecting others to know.
- **Conflict isn't ignored or denied.** It's addressed in a direct and timely way. Learning, not winning, is the goal. Listening, inquiry and reflection are more highly valued than explaining or defending.